NOVA SCOTIA
NOUVELLE-ÉCOSSE

Community Services
Services communautaires

2010-2011 French-language Services Plan

Message from the Deputy Minister

On behalf of Nova Scotia's Department of Community Services, I am pleased to present our department's French-language Services Plan for 2010-2011.

This plan sets out our goals for the upcoming year and details our progress over the past year. Last year saw significant increases in translation requests and the number of French language training seats used by our staff.

The Acadian and francophone community have told us that early exposure to French language services will have the greatest impact on preserving its cultural identity. As a result, much of our progress over the last year was initiated in our Early Childhood division.

Our French language services plan continues to build on our earlier efforts while introducing new initiatives. The Acadian and francophone community will have even more access to consultation and information sessions in their own language. We will continue to focus our efforts toward early childhood and the youth of Nova Scotia in the hopes of making a lasting cultural impact.

The Acadian and francophone community play a vital role in the cultural diversity and richness of this province. Community Services is proud to work with the community as it establishes its *raison d'être*.

Merci beaucoup
Judith Ferguson

Responses to French Requests

The Department of Community Services has Communication and Translation Protocols in place and posted on our staff intranet site. These were also presented to our departmental Senior Management Team as well as all Regional Management Teams.
Our department is increasingly accepting grant applications in French and processing these with the assistance of translation services.

French-language Services Inventory

Our department now has a database of employees available to offer services in French. A directory will be available on our staff intranet site this year and maintained by our French language Coordinator. We now set translation and French training targets. These are tracked by program and posted appropriately on the DCS internet and intranet sites.

Conclusion: Contribution to the Preservation and Growth of the Acadian and Francophone Community

Community Services, along with other departments and community partners, play a vital role in the lives of Nova Scotia children and their families. Our Family and Community Supports Division recognizes Early Childhood as a priority area in the Acadian and francophone Community. Programs that are responsive to cultural diversity are evident throughout our Child Care and Family Resources Section.

Our continued support of Early Learning and Child Care Centres, Family Resources and third-party services allow for programming and services to children and families in their own language. We are grateful for the opportunity to work with the Acadian and francophone community and do our part in preserving its distinctive cultural identity.

Table 1 – Progress in Reaching Goals and Objectives for 2009-2010

Progress in Reaching Goals and Objectives for 2009-2010:

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the *French-language Services Act*	**1.1- Administrative and Policy Framework** The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the *French-language Services Act* and *Regulations*.	**1.1 Fulfill obligations determined in the French-language Services Act**	- Support the work of the Office of Acadian Affairs and the implementation of the *French-language Services Act* by ensuring representation on the French-language Services Coordinating Committee - Contribute to the Government's annual progress report on French-language services	The Department of Community Services supported the work of Office of Acadian Affaires as active participants on the French–language Services Coordinating Committee. Also served on its HR/Training Sub Committee and 3rd Party Service Providers sub committee. - DCS contributed to the Government's annual report on FLS.
	1.2 - Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the *French-language Services Act* and *Regulations*.	**1.2 Enhance departmental capacity to deliver French language Services**	-FLS is identified as a priority in our department's Business Plan and reported on quarterly. - FLS has been incorporated into departmental forms committee initiative. - Establishment of French-language Bureau which identifies our department's FL capacity.	- FLS continues as a priority on our department's Accountability Report Housing Authority and DCS Managers were surveyed in order to identify departmental capacity to deliver FLS. Employee database developed for internal use and future development of FLS directory.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	**2.1 - Consultations** Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.	**2.1 Prioritization of French language Services and strategies for service delivery**	-Collaboration with Réseau Santé's focus groups and consultation sessions. - DCS will continue offering French representative at Acadian Association's AGMs i.e.; FANE, FPANE, CPRPS, Réseau Santé, etc. - Consultation with frontline service providers help identify and prioritize FL services and programs.	- DCS along with government partners and Réseau Santé did participate in mini colloques held in Halifax, Yarmouth and Cheticamp. These were held in conjunction with Community Consultations on Acadian and francophone health issues. - DCS was represented at FANE, CPRPS and Réseau Santé's AGM. - Early Childhood Development hosted French consultation sessions on Food and Nutrition Support Policy for Regulated Child Care Settings
	2.2 - Internal Communications Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.	**2.2 Increase employee awareness of French language Services**	- New staff Intranet site will offer ongoing, updated FL information - FLS is a key component of department's new strategy for the integration, evaluation and launching of Healthy Workplace and Organizational Excellance Program - Regional presentations and orientation sessions for new staff will be offered - DCS will support staff wishing to attend Acadian Awareness Training	- DCS staff Intranet site has devoted space for FLS (ie; FL Training, mot du jour, Acadie at a Glance, National Acadian day and Lunch and Learns). - French language services incorporated in department's Working Well Committee. - Senior Management and staff orientation presentations on FLS. - DCS had significant number of staff attend Acadie at a glance. National Acadian Day celebrations were attended by 180 Housing Authorities and DCS employees in 6 offices across the province.

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	2.3 -Communications with the Public Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.	**2.3 Increase public awareness of the approach by government to provide French-language Services**	- Prioritize and monitor translated documents, brochures, pamphlets, press releases and internet information - DCS will continue to be represented at Acadian Federation AGMs and stakeholders sessions	- Over 60 000 words translated this fiscal ie; Poverty Reduction Strategy, Early Childhood Development, Youth Secretariat and internet. - Our dept. saw an increase in French press releases. - DCS was present at FANE, Réseau Santé & CPRPS AGMs.
	2.4 - Service Delivery Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.	**2.4 Prioritization of French language Services and strategies for service delivery**	- Internal Healthy Workplace Committee and Executive Committee to be consulted and participate in development of FLS Plan - Continued participation in Acadian Federation AGMs and stakeholders sessions - DCS is a partner on Réseau Santé and therefore a participant on their provincial focus groups and Consultation Sessions	- Presentations to Working Well committee and Senior Management conducive to valuable feedback being incorporated into FLS planning process. - Family and Youth Services incorporated FLS into Process mapping session. - DCS represented at AGM and strategic planning session of la FANE and CPRPS. - Along with other departments, DCS is a partner on Réseau Santé and therefore participated in that organization's mini colloques and consultations. - Early Childhood Development assured Acadian and francophone participation by conducting Nutrition Policy consultations in French.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
	2.5 - Human Resources The capacity of the Public Service to provide services in French has increased.	**2.5 Coordinated approach to deal with human resources issues related to the delivery of French language Services**	- Development of Community Services' French language service bureau - Concentrate FL training on priority positions and by addressing regional gaps. - Complement FL training with Lunch and Learns, Acadian Awareness Training and Intranet activities - Work with Human Resources and Interdepartmental sub-committee on recruitment and retention strategy of bilingual staff	- Each Housing authority and DCS Managers surveyed in order to identify departmental capacity to deliver FLS. Employee database developed for internal use. - FL Training Protocol continues to be used and our dept. is now tracking staff French training progression- 165 FL training seats utilized by our dept. - DCS staff Intranet has its own FLS group containing Mot du jour, training info etc., - National Acadian Day celebrations held in 6 DCS offices across NS- 180 staff participated. - Coordinator served on OAA FLS HR/Training Coordinating sub committee. Assured DCS- HR section involvement on development of HR Guidelines.
Objective 3 – Community Development and Capacity-Building Support the Acadian and francophone community in its long-term development and sustainability	**3.1 - Preservation and Growth of the Community** Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Global Development Plan 2009-2014.	**3.1 Support community initiatives that address the needs of the Acadian and francophone community**	- Our Early Learning and Child Care (ELCC) Plan offers much needed support to the Acadian and francophone child care sector through Expansion and Replacement Loans, Operating Grants, Child Care Subsidy Program, Program Enhancement Grants and Repair and Renovation Loans - Support 3rd party service providers enhance Family Resources Services to the	- Expansion/Replacement loans approved for Association De la Garderie de la Rive Sud and La Garderie Familiale de Clare Familiale in Meteghan. - Child Care Centre Repair and Renovation Loans approved for Notre Jardin d'Enfance and Garderie le Petit Voilier. - Acadian and francophone Early Childcare Centres throughout N.S. benefitted from Early Childcare Operating Grants, Subsidy Program. Stabilization Grants and Family Home Day Care Program. - Support to CPRPS and La Pirouette has enhanced family resource services to Acadian and francophone communities, ie;

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			Acadian and Francophone communities - Support Early Intervention programs in Acadian and francophone communities - Our Recruitment and Retention Strategy will assist Early Childcare Sector through Early Childhood Education Assistance and Continuing Education Programs - Youth Secretariat is enhancing its services to Acadian and francophone communities by translating documents, brochures, web information etc and working collaboratively with the CJP.	Early Years Screening Clinic. - Early Intervention program has created positive outcomes for children with special needs in the Clare area. - The Early Learning and Child Care Plan's Recruitment and Retention Initiative worked with Université Ste. Anne to re-establish this province's only French Early Childhood Education program. -The Early Childhood Education Assistance and Continuing Education Programs has helped Centres recruit and retain staff by providing financial support to those interested in pursuing a career in Early Childhood Education through incentives to E.C.E graduates. - Our department's Early Childhood Education program in partnership with CPRPS was able to offer Professional Development opportunities to Early Childcare Centres. - Our Child and Youth Strategy and Youth Secretariat have translated and made public much of their program information. Youth Secretariat continues to collaborate with the Conseil Jeunesse Provincial to enhance the services offered to Acadian and francophone youths.

Table 2 – Goals, Objectives, and Measures for 2010-2011

Goals, Objectives, and Measures for 2010-2011:

Objectives	Expected Results: *2009-2013* French-language Services Strategic Plan	Department *Goals and* Objectives – 2010-2011	Planned Measures – 2010-2011
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the *French-language Services Act.*	**1.1 - Administrative and Policy Framework** *The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the French-language Services Act and Regulations.*		** Applies to the Office of Acadian Affairs.*
	1.2 - Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the *French-language Services Act* and *Regulations.*	**1.2 Fulfill obligations determined in the French-language Services Act and enhance departmental capacity to deliver French- language Services**	- Support the work of the Office of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-language Services Coordinating Committee and sub committees - Contribute to the Government's annual *progress report on French-language* services - FLS will be tracked through DCS Initiative tracking system. - FLS is now an integral part of on DCS WorkingWell Provincial Advisory Committee with Coordinator reports at each meeting.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	**2.1 - Consultations** Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.	**2.1 Provide opportunities for Acadians and francophone community to contribute in provincial consultations.**	- Work with all DCS/HA programs to establish province wide consultations reflect French inclusion as outlined in the *Regulations*. - Réseau Santé's community consultation report to be shared throughout our department. We will also participate in their 3 provincial forums promoting provincial FLS. - Assure DCS representation at la FANE and CPRPS AGM's.
	2.2 - Internal Communications Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.	**2.2 Increase employee awareness of French-language Services and Acadian culture and the francophone community**	- Promote *Bonjour!* program within our organization through Senior Management and Regional Management team presentations. - DCS Intranet site shall devote a section entirely to FLS. - Promote and track DCS participation of all French Lunch and Learns & Acadie at a Glance workshops. - Compare departmental 2010WorkingWell survey with 2008, measuring staff awareness of FLS. Also add new baseline questions on FL training and translation. - Expand National Acadian celebrations to all DCS/HA located in areas with high francophone concentration.
	2.3 -Communications with the Public Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.	**2.3 Increase public awareness of the approach by government to provide French-language Services**	In addition to a 10% increasing total words translated, DCS will see a 20% rise in documents translated and 25% augmentation in programs using the system. - Assure DCS participation at francophone stakeholders' forums and AGM's, ie; FANE, FPANE, CPRPS

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	2.4 - Service Delivery Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.		- Develop and launch francophone staff directory and protocol by Feb. 15 2011. - Assign DCS francophone representation to Réseau de développement économique et employabilité Nouvelle Écosse. - Ensure collaboration and representation to Conseil Jeunesse Provincial to enhance youth engagement in the community.
	2.5 - Human Resources The capacity of the Public Service to provide services in French has increased.	**2.5 Coordinated approach to deal with human resources issues related to the delivery of French-language Services**	- Develop directory of DCS-HA employees capable of offering FLS. - Update departmental FL Training protocol focusing on increased service delivery-DCS/HA will see 25 staff moving from beginner to intermediate level competency. - Develop, promote and track all FL professional development opportunities to assist staff develop and maintain their French language skills through coordination of FL Training, Lunch & Learns, National Acadian Day, Acadie at a Glance and FLS Intranet site. - DCS will participate in the development of FL/HR Guidelines through FL Coordinating HR/Training sub Committee.
Objective 3 – Community Development and Capacity-Building Support the Acadian and francophone community in its long-term development and sustainability	**3.1 - Preservation and Growth of the Community** Government has helped Acadian and francophone community organizations-realize objectives expressed in the community's Global Development Plan 2009-2014.		- Our Early Learning and Child Care (ELCC) Plan offers support to the Acadian and francophone communities through Expansion and Replacement Loans, Operating Grants, Child Care Subsidy Program, Program Enhancement Grants and Repair and Renovation Loans. Website information will be translated and promoted throughout stakeholders' network.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011
			- Youth Secretariat will continue its translation of documents, brochures and web information. Will also meet biyearly and collaborate with the Conseil Jeunesse Provincial to enhance Youth engagement in the Acadian and francophone community. - Support Early Intervention programs in Clare and develop access to service in the Argyle municipality. - Early Childhood Education Assistance and Continuing Education Programs supports Recruitment and Retention Strategy aimed at increasing the number of trained staff in francophone Early Childcare Centres. - Support Tri-County Women's Centre deliver *Voices: A Program of Self-Discovery and Empowerment* for girls 13-16 in two Acadian communities.